ISO 9001 Registration Project
Status Report for September 1997

Status, Progress, and Accomplishments

Project Schedule
- The near term Project schedule is being evaluated from two perspectives.
  - We do not expect to have signature ready drafts of all SLPs by the end of October as planned. The development teams have made good progress but the process definition has been more difficult than expected and the reconciliation of process interfaces and semantics has only just started.
  - There will be some delays caused by Center decision to use the Electronic Handbook System for the QMS. We are working with Dr. Jacobs on QMS definition and are coordinating these efforts with Code 230's directives management personnel.
- A long term issue is the potential effect of the change in scope—the deletion of the specific exclusions for science research, algorithm development, and data analysis--is being evaluated.

GSFC Interim Quality Manual (GPD 2600)
- A working draft of GPD 2600 is on the web site to track the many changes expected as the SLPs and other aspects of the QMS are developed. Although this is not the approved version, it will be used as a guide for QMS development because it better reflects what the final version will look like.

Scope of Certification
- As a result of discussions at the EC meeting on September 8 and at the EC Retreat on September 19, the scope of certification was modified to better reflect process orientation and the Center's strategic implementation plan. The specific exclusions for science research, algorithm development, and data analysis were deleted. The revision is posted on the web site in the working draft revision of GPD 2600.
- The effects are being evaluated, particularly in Code 900.

Communications, Publicity, and Awareness
- PAO prepared a tentative schedule for Center notices and events using the Project milestones and the Center calendar. This was presented as part of the Executive Council workshop in September and posted on the web site.
- The Project will not be participating in the Education Showcase. Our PAO support for this was co-opted by other Center functions and requirements and we are not prepared.
- PAO is drafting a tri-fold tract with information about ISO 9001 at the Center. It was intended for initial use at the Education Showcase.

- Harold Mitchell has the new web page online. There is a hyperlink to it on the official GSFC homepage (same as that used for Project Goddard), although it is not as prominent as first expected. PAO is revising the Center page design and promises to provide a more visible link.
- The Project procured one thousand copies of the Miniguide to ISO 9000 for eventual distribution to employees. A few copies have been given to the SLP Development Teams and other Center personnel.

Executive Council Workshop
- The workshop was held on September 8 and included a presentation of JSC lessons learned by Lee Norbraten, who is head of JSC's registration effort.
- Mr. Norbraten's presentation included the JSC Scope of Certification, which engendered discussion about the appropriateness of the GSFC scope, which was subsequently revisited and revised.
- There was an attempt to present the QMS approach to design reviews as an example of how the QMSC is thinking about existing Center processes as part of an overall approach to QMS structure. The flexibility we are attempting to build into the system did not appear obvious to the audience and the discussion was terminated.

Project Presentations
- The Project presented the Center's ISO 9000 status to the Goddard Contractors Association on September 26. In addition to presenting the newly devised Scope of Certification, they were informed regarding our intentions to include non-PBC on-site contractor personnel as part of our certification. There were no comments.

Training
- Don Wolford, 114, incorporated various ISO 9000 related training classes into the Center's FY98 training calendar.
- In order to support early implementation of the Center's internal audit system, Don scheduled a session for October 27-29 for personnel requiring training.

SLP Development
- The SOW for SLP Development was revised many times to update the attached table of personnel supporting the development teams and to reflect changes in the SLPs. No changes were made to the SOW itself.
- The SLP Development Teams in general worked hard to meet schedules but the overall schedule is slipping for a number of reasons, including a large number of documents arriving at the QMSC for reviews simultaneously, issues regarding process definition, issues over semantics, and reconciling interfaces between document.
- The number of SLPs completed or under development has decreased from 35 to 30. This resulted from Development Team work that indicated that some of the initial SLPs could be combined with others without adverse effects on the QMS.

- One additional SLP was identified and a Development Team set up under Mark Nolan, Code 180. It will address the various reviews done at the Center level for cost, schedule, and performance status in programs and projects. As it is closely related to the ISO 9001 element on Management Responsibility, it will be numbered SLP 01.2.
- Four SLPs have been finalized and sent to Code 230 for signature. The QMSC has 24 SLP drafts for review. The other two SLPs have submitted process descriptions and flowcharts but are not yet drafted.
- About two and a half QMSC meetings were taken up by SLP Development Team presentations on their process flowcharts and issues. This gave both the QMSC and the teams a more global perspective on the QMS structure and its development.

Internal Audit Program
- Harold Mitchell prepared a letter for Mr. Fuchs' signature requesting directorate support in the creation of an auditor pool. The letter requested nominees from each directorate in proportion to the directorate's population with the intent of having a pool of approximately 100 people.
- He is assembling a database of Center personnel to be involved in the auditor pool and is posting the information on the web site.

Electronic Handbook System
- Dr. Barry Jacobs' presentation of the Electronic Handbook System (EHBS) to the EC resulted in direction to pursue its use for the QMS structure and implementation. The Project is meeting with Dr. Jacobs to begin this effort and he met with the QMSC at the our 9/25/97 meeting.
- The initial impression is that a documentation system similar to that developed for HQ directives management (NODIS II) should be implemented at the Center, to include both QMS and non-QMS directives. The QMS documentation will be a subset of the overall Center complement of directives. Using a QMS style approach to the Center's directives will provide a structure for non-QMS processes to be documented at the appropriate levels.
- The QMS implementation will be in a system similar to that used by the HQ's SBIR program managed by the Center. The Project has met with Code 230 on the subject of directives management and there appears to be no major issues regarding the EHBS. It appears to be feasible to use the EHBS as an online system for controlling all documentation and for eventual complete implementation.

Issues and Concerns

- The near term Project schedule will slip because SLP is taking longer than planned and because the Project will be investing time in the EHBS.
- The longer term Project schedule may be affected by the change in the scope of certification because of the inclusion of processes related to science data that were formerly excluded from the scope.